# GOVERNMENT OF INDIA
# COMMUNICATIONS AND INFORMATION TECHNOLOGY
# LOK SABHA

UNSTARRED QUESTION NO:3239
ANSWERED ON:23.08.2006
COLLAPSE OF COMMUNICATION NETWORK .
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**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

(a) Whether the whole communication network was collapsed immediately after the recent Mumbai blasts and the people were unable to get information about their affected relatives and friends;

(b) If so, the details thereof and the reasons therefor; and

(c) The steps that are proposed to be taken to set up an integrated emergency information/communication system that would provide information in case of such national, regional or local emergencies in the country?

## Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) to (c)As per the Press Reports, the mobile network of Mumbai was reported to be jammed on 11th July 2006 soon after the blasts. The reasons for such jamming was sought byTelecom Regulatory Authority of India (TRAI) from Telecom Service Providers of Mumbai Metro Service Area. As per the responses received from some of the operators, thisblocking was due to excessive/repeated call attempts by the subscribers. The increase in the number of call attempts crossed the critical limit of Telephone Exchange/Mobile Switching Centre (MSC) processing load capacity and this resulted in activation ofautomatic overload control mechanism in the affected exchanges/MSCs. In telecommunication systems, automatic overload control is a standard design feature to protect the system which reverts back to normalcy once the overload is reduced. In such emergencies helpline number are opened to provide information to public.